

1 APPEARANCES (continued):

2 MR. KOBAY BAILEY
3 200 East Randolph
4 Suite 2300
5 Chicago, Illinois, 60601
6 appearing for Peoples Gas,
7 Light and Coke Company
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18 SULLIVAN REPORTING COMPANY, by
19 PATRICIA WESLEY
20 LICENSE NO. 084-002170
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I N D E X

WITNESSES	DIRECT	CROSS	REDIRECT	RECROSS	EXMNR.
DIANE HARRIS	41				47
	55				59

E X H I B I T S

PEOPLES	FOR IDENTIFICATION	IN EVIDENCE.
Nos. 1	44	46
4	46	
2	57	
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1 JUDGE HILLIARD: On behalf of the Illinois
2 Commerce Commission, I call Docket 15-0149, Claudia
3 Gilliam versus Peoples Gas, Light and Coke Company.
4 It's a complaint about billing.

5 Can the parties identify themselves
6 for the record, please.

7 MS. GILLIAM: Claudia Gilliam, consumer.

8 JUDGE HILLIARD: Give me an address and a phone
9 number.

10 MS. GILLIAM: Address 4213 West Wilcox, Chicago,
11 Illinois, telephone number 773-216-6447.

12 JUDGE HILLIARD: Okay. On behalf of the company.

13 MR. BAILEY: Koby Bailey on behalf of the Peoples
14 Gas, Light and Coke Company, 200 East Randolph,
15 Suite 2300, Chicago, Illinois, 60601; telephone
16 number 312-240-4081.

17 JUDGE HILLIARD: All right. This is an
18 evidentiary hearing, so those people who are likely
19 to testify, Ms. Gilliam and this lady --

20 MS. HARRIS: Yes. Ms. Harris.

21 JUDGE HILLIARD: -- from the gas company, raise
22 your right hand to be sworn.

1 (Witness sworn.)

2 All right. Ms. Gilliam, you have a
3 tendency to lower your voice. You are going to need
4 to speak up --

5 MS. GILLIAM: I need to speak up?

6 JUDGE HILLIARD: Yes, ma'am.

7 MS. GILLIAM: I thought I talk too loud.

8 JUDGE HILLIARD: -- so that I can hear you and
9 the court reporter can hear you.

10 MS. GILLIAM: Okay. All right.

11 JUDGE HILLIARD: As we discussed, this is your
12 complaint, so you have the burden of going forward.
13 So why don't you explain your complaint.

14 CLAUDIA GILLIAM,
15 called as a witness herein, having been first duly
16 sworn, was examined and testified as follows:

17 OPENING STATEMENT

18 BY

19 MS. GILLIAM:

20 My complaint against Peoples Gas is
21 that I felt that they acted very irresponsibly
22 in my payments, and I didn't like the fact that they

1 didn't contact me before they ever decided to stop
2 with Harrison & Harrison and they left me out there,
3 and I kept trying to get back in, and even though I
4 was paying them constantly, they brought it to my
5 attention that I owed them a certain amount of
6 money, and I paid them all the way up till they
7 decided to depart themselves with Harrison &
8 Harrison.

9 JUDGE HILLIARD: Is that a collection company or
10 lawyers?

11 MS. GILLIAM: Yes. I paid -- I was paying
12 Peoples Gas. I had set up two or three payments
13 before then and I was still complaining, but I was
14 very consistent in paying them, and I paid them all
15 the way up until Harrison & Harrison stopped me, and
16 I still sent them a letter, and I called Peoples
17 Gas, and Peoples Gas kept telling me that I was
18 still in their computer. I was still in their
19 computer to go to Harrison & Harrison.

20 So I asked to speak to the supervisor.
21 I tried for three long months to get someone to get
22 this back on schedule, but I could never do that.

1 And then next I went back to Harrison & Harrison,
2 and Harrison & Harrison told me that I shouldn't be
3 trying to chase Peoples Gas down because I owed
4 them. They don't -- I owed them, they don't owe me,
5 so I need to stop it.

6 JUDGE HILLIARD: Okay. How long have you -- tell
7 me about your building. What kind of building do
8 you have?

9 MS. GILLIAM: I have a two-flat building and I
10 consider myself paying my bills consistently, but I
11 look at this bill right here, and I'm not exactly
12 sure how could the gas company let a bill go over
13 5,000. That's a cooking gas bill, and they had also
14 a heating gas bill. That is why I'm like deeply
15 concerned because how could the gas company have
16 control over this. They can either cut your gas off
17 at a certain period, a grace period, and I'm looking
18 at this and it's like they went over the hill and
19 they just let this car run over the hill and they
20 have the power to stop this, and now they want me to
21 destitute myself, and I have been doing that for the
22 last five or six years. This caused a hardship and

1 I want them to -- okay. Is this the bill that you
2 sent me --

3 MS. HARRIS: (Nodding head.)

4 MS. GILLIAM: -- and that I never paid a bill?

5 Then why wasn't I stopped? You have
6 the policy to stop me. I can't do no more than you
7 allow me to do.

8 JUDGE HILLIARD: Is it a two-flat? Do you have a
9 tenant in your building?

10 MS. GILLIAM: Yes.

11 JUDGE HILLIARD: Do you pay the gas for both
12 units?

13 MS. GILLIAM: Yes.

14 JUDGE HILLIARD: Do you pay the cooking gas for
15 both units?

16 MS. GILLIAM: No.

17 JUDGE HILLIARD: How about the hot water? Do you
18 pay that?

19 MS. GILLIAM: I pay hot water.

20 JUDGE HILLIARD: All right. Is it -- how long
21 have you been having problems with the gas company?

22 MS. GILLIAM: Ever since -- I didn't realize that

1 I was having the problem. The gas company came out
2 -- well, ever since 2005. I didn't realize I had it
3 until around 2008. I didn't really pay it that much
4 attention and I seen when it was \$5,000 and I'm like
5 wow.

6 JUDGE HILLIARD: This --

7 MS. GILLIAM: \$5,000 each.

8 JUDGE HILLIARD: There's a letter in the file
9 that you -- it's something you filed with your
10 complaint, and it's dated June 5, 2009. It's
11 addressed to you and it's from Peoples Gas, B.
12 Compose (phonetic).

13 MS. GILLIAM: Yes.

14 JUDGE HILLIARD: In that letter it says service
15 specialist inspected your building on May 22nd and
16 he reported that there's three meters in the
17 building. Is that right?

18 MS. GILLIAM: That's correct.

19 JUDGE HILLIARD: And one meter supplies heat to
20 the building. The second meter supplies cooking gas
21 to the first floor -- what floor do you live on?

22 MS. GILLIAM: Second.

1 JUDGE HILLIARD: All right -- and that the other
2 meter supplies hot water to the whole building and
3 cooking gas to the second floor.

4 MS. GILLIAM: No.

5 JUDGE HILLIARD: That's what it says. What do
6 you think is the case?

7 MS. GILLIAM: The person that came out there got
8 some of that stuff wrong, but anyway go ahead on,
9 your Honor.

10 JUDGE HILLIARD: So one question that I have is
11 why, if you are paying the hot water, and you are
12 paying the heat, and you are paying the cooking gas
13 for your unit, why do you have two meters? Because
14 it's more expensive to have two meters than it is to
15 have one meter.

16 MS. GILLIAM: That is because, your Honor, that's
17 the way I bought the building at the time and --

18 JUDGE HILLIARD: When did you buy the building?

19 MS. GILLIAM: 2000 -- no, 1994, I think.

20 JUDGE HILLIARD: All right. Has anybody ever
21 pointed out to you that you might save money if you
22 had one of these meters removed?

1 MS. GILLIAM: No, sir.

2 JUDGE HILLIARD: Were you aware that there is a
3 customer charge on each meter so that every month,
4 whether you use gas or not, you are paying a
5 customer charge and if you have two meters you are
6 paying two customer charges?

7 MS. GILLIAM: No, I wasn't aware of that.

8 JUDGE HILLIARD: So your complaint is that
9 you -- it's your position that you had continued to
10 make timely payments on your account and that
11 they --

12 MS. GILLIAM: They --

13 JUDGE HILLIARD: Let me finish my question,
14 okay -- that they referred you to a collection
15 agency and that that was -- they shouldn't have done
16 that?

17 MS. GILLIAM: What I did was I set up a payment,
18 and then next day they confirmed the payment, then
19 next someone else came along and then they stopped
20 that payment, then next I continued on paying them.
21 I didn't let it stop, then next the collection
22 agency sent me a letter, and I called the gas

1 company and asked them why was the collection agency
2 calling me, writing me a letter, and they told me to
3 stop paying -- the gas company told me to stop
4 paying them and pay the collection agency, and
5 that's what I was doing all that time.

6 JUDGE HILLIARD: Okay.

7 MS. GILLIAM: So I never stopped.

8 JUDGE HILLIARD: Were you making payments to the
9 collection agency instead of payments to the gas
10 company?

11 MS. GILLIAM: The gas company told me -- when I
12 received the letter and I called the gas company,
13 and the gas company told me to stop paying
14 Harrison & Harrison.

15 JUDGE HILLIARD: And who were you suppose to pay
16 if you are not paying Harrison & Harrison?

17 MS. GILLIAM: At first I was paying the gas
18 company directly.

19 JUDGE HILLIARD: Right. Then you paid Harrison &
20 Harrison. And then did that stop eventually or did
21 you continue to pay Harrison & Harrison?

22 MS. GILLIAM: I tried to continue on but they

1 told me that I had to stop, because they had parted
2 ways with Peoples Gas, so I tried to contact Peoples
3 Gas, then I asked to speak to a supervisor, and I
4 did that for three months until Harrison & Harrison
5 told me to stop.

6 JUDGE HILLIARD: Stop paying Peoples Gas?

7 MS. GILLIAM: No, they told me to stop trying
8 to -- trying to set up a payment plan, because I
9 wasn't the one. This had to come from Peoples Gas.

10 JUDGE HILLIARD: When you are making these
11 payments on the payment plan, is that just for money
12 that you owed from some time period past?

13 MS. GILLIAM: Yes. Yes.

14 JUDGE HILLIARD: All right. And are you paying
15 your current gas bill, too?

16 MS. GILLIAM: Yes.

17 JUDGE HILLIARD: All right. And are you making
18 current payments on your gas bill?

19 MS. GILLIAM: Now?

20 JUDGE HILLIARD: Yes.

21 MS. GILLIAM: Yes, sir.

22 JUDGE HILLIARD: So that your complaint is about

1 your arrearage, the amount of money that was on this
2 payment plan that was referred to the collection
3 agency?

4 MS. GILLIAM: That is basically what I'm
5 complaining about is because I don't want that
6 cooking gas bill hooked up to my heating gas bill,
7 because I feel that we should negotiate and settle
8 it. I feel that it's in the past and now I want it
9 over with.

10 JUDGE HILLIARD: All right. With your complaint
11 you filed some copies of gas bills --

12 MS. GILLIAM: Uh-huh.

13 JUDGE HILLIARD: -- and the gas bills that you
14 filed, which have handwritten numbers one through
15 six, and the ones that I'm looking at are for an
16 account that ends in the number 0273, and it says
17 it's a residential heating bill.

18 MR. BAILEY: I don't think that's the account we
19 are talking about for the transfer.

20 MS. GILLIAM: We have two accounts. We have the
21 heating gas account and the cooking gas account.

22 JUDGE HILLIARD: Then there's another. There's

1 one -- there's one statement from the account that
2 ends in 4933. Is that a cooking gas account?

3 MS. GILLIAM: 4933 is the cooking gas account.

4 JUDGE HILLIARD: Then there's another statement
5 in here from Account No. 7722.

6 MS. GILLIAM: That's the new account, am I right?

7 MR. BAILEY: Yes. Yes, ma'am.

8 JUDGE HILLIARD: Is that the heating account?

9 MR. BAILEY: Yes.

10 MS. GILLIAM: Yes.

11 MR. BAILEY: And if --

12 MS. GILLIAM: They have also put the old cooking
13 gas bill on the heating account. That is where me
14 and him are having a dispute, because I don't want
15 it there.

16 MR. BAILEY: Right. Right.

17 JUDGE HILLIARD: Can you maybe explain things a
18 little bit.

19 MR. BAILEY: Yes. The complaint arises from a
20 previous account from 2004 to 2009. It was
21 terminated for non-payment. That's the account
22 ending in -- I can't read the entire stream, but

1 that's the account ending in 4933.

2 MS. GILLIAM: Can you repeat that.

3 MR. BAILEY: I'm sorry, ma'am. You had the
4 second floor account from 2004 to 2009. It was
5 terminated for non-payment. That was the account
6 ending in 4933.

7 MS. GILLIAM: Excuse me. Did you say for
8 nonpayment?

9 MR. BAILEY: Yes, it was -- we have it as
10 terminated. There was an outstanding balance, and
11 that's the outstanding balance we are talking about.

12 MS. GILLIAM: The last payment I made was -- it
13 says 779. I paid \$68 on all these payments.

14 MR. BAILEY: Oh, no. No. But back from January
15 29, 2004 to 12-3-2009, that's when the account ran.
16 It was terminated. There was a balance due. That
17 was the balance you were paying to Harrison &
18 Harrison, the \$68 a month.

19 MS. GILLIAM: No, I was paying \$50 before
20 Harrison & Harrison ever came on the scene. I was
21 paying -- I had paid it all the way down. It was
22 like \$5,061.55 and I paid --

1 MR. BAILEY: Right.

2 MS. GILLIAM: I paid like 2000 --

3 MR. BAILEY: \$3400, yes.

4 MS. GILLIAM: -- a little less than 3400.

5 MR. BAILEY: But an approximate.

6 So then you established a new account

7 which is your current account for today which began

8 on 11-6-2014, and that account number ends 7722.

9 MS. GILLIAM: Let me ask you a question,

10 Mr. Koby.

11 MR. BAILEY: Yes, ma'am.

12 MS. GILLIAM: You are making -- I know I'm making

13 you miserable, because you are making me miserable.

14 Why didn't Peoples Gas set up a

15 payment plan before they parted ways, because this

16 would not be --

17 MR. BAILEY: Ma'am, if I could just lay out what

18 we are talking about here, because I think there's

19 some confusion.

20 So there's the second floor account

21 balance, the one with Harrison & Harrison. When you

22 set up the new account in November of 2014, it was

1 the balance that was left, that's roughly \$3500,
2 from the second floor account that were fines
3 transferred from 4933 to 7722.

4 MS. GILLIAM: Why would you transfer a cooking
5 gas bill to a heating gas bill?

6 MR. BAILEY: Well, because, ma'am, they were both
7 your accounts. They're both under rate schedule
8 SC1. Part 280 permits us to transfer bills,
9 outstanding balances, from one account of a customer
10 to another account of a customer as long as they are
11 the same rate class.

12 MS. GILLIAM: That means that I'm going to be
13 destitute and face hardship for the rest of whatever
14 just because you people did not -- you have control
15 over those bills, and if you didn't cut that gas
16 bill off when -- there's a certain grace period that
17 a customer has, right, to pay that bill, right?

18 MR. BAILEY: Customers have 21 days to pay before
19 a late payment charge and usually two billing
20 periods before a termination.

21 MS. GILLIAM: But should a customer be held
22 accountable for the company being irresponsible?

1 MR. BAILEY: Should a customer be accountable for
2 their own bills? Yes, they are.

3 JUDGE HILLIARD: We are not going to argue here.
4 I'm still trying to understand what's going on here,
5 ma'am. You had an account for this second floor
6 cooking gas and hot water heat, and that -- is he
7 correct that you owed some money on that and that
8 was transferred to a collection agency and that
9 after a period of time the collection agency told
10 you not to pay them any more?

11 MS. GILLIAM: Right.

12 JUDGE HILLIARD: All right. And I think what
13 counsel is saying here is that they took that
14 remaining balance and they transferred that
15 remaining balance to your heating account and that
16 that's what they want you to make payments on.

17 Now do you agree that you owed them
18 the money that was --

19 MS. GILLIAM: Not totally.

20 JUDGE HILLIARD: What part of the money don't you
21 think you owe them?

22 MS. GILLIAM: I think that I owe them half of it,

1 but I don't think I owe them all.

2 JUDGE HILLIARD: How did you get to half?

3 MS. GILLIAM: Because I think they charge an

4 interest rate and everything else from my other gas.

5 They put the gas -- both of the gas bills together

6 when it was really like 3,000 and something, less

7 than 3,000. Now they made it go up to 5,000.

8 JUDGE HILLIARD: But what you are saying is that

9 they took the money that was on that closed account

10 and added it to your current account --

11 MS. GILLIAM: Yes.

12 JUDGE HILLIARD: -- and that they want you to pay

13 off the old bill as well as the current bill. You

14 are saying you can't afford that; is that right?

15 MS. GILLIAM: That's right.

16 JUDGE HILLIARD: Are you getting money from

17 LIHEAP?

18 MS. GILLIAM: No.

19 JUDGE HILLIARD: Okay. What happened to the

20 LIHEAP money?

21 MS. GILLIAM: Because it was tied up, and then

22 next they ran out of funds.

1 JUDGE HILLIARD: LIHEAP ran out of money? Okay.

2 MR. BAILEY: Your Honor --

3 JUDGE HILLIARD: Go ahead.

4 MR. BAILEY: -- one additional point I want to
5 make is as to the validity of the second floor
6 account charges, that is time barred. Those charges
7 ended back in 2009 pursuant to 9-252 of the Public
8 Utility Act and Part 280.

9 The complainant had two years to bring
10 a complaint as to those outstanding charges, so
11 that's one of the other challenges associated with
12 this case is the charges are so old and past the
13 equivalent of our statute of limitation to bringing
14 a formal complaint that those charges are valid and
15 our transfer was valid.

16 MS. GILLIAM: Can I ask a question.

17 JUDGE HILLIARD: Sure.

18 MS. GILLIAM: Did you all pay interest to our
19 supplier? Because they're sending me a letter
20 saying that I owe them something --

21 JUDGE HILLIARD: An alternative gas supplier is
22 sending you bills?

1 MS. GILLIAM: Yes, and they said that I owed them
2 200, I think. They have terminated my gas supply.
3 MR. BAILEY: Your Honor, we have no knowledge --
4 MS. GILLIAM: I want to know -- they terminated
5 it.
6 MR. BAILEY: So --
7 MS. GILLIAM: I'm sorry, your Honor.
8 MR. BAILEY: So you are enrolled with -- ma'am,
9 we don't --
10 MS. GILLIAM: Why are they not paid? I paid.
11 JUDGE HILLIARD: This is a different company.
12 They're not going to know much about this.
13 MS. GILLIAM: Peoples Gas is responsible for
14 paying them. Once I pay Peoples Gas, Peoples Gas
15 pays them.
16 MR. BAILEY: We bill and we remit what you pay,
17 but Entrust there's an outstanding amount, but we
18 don't -- this isn't part of the complaint. We don't
19 really --
20 JUDGE HILLIARD: Why don't we deal with this
21 issue and deal with that one --
22 MS. GILLIAM: I'm sorry.

1 JUDGE HILLIARD: -- some other time.

2 All right. So in a combined bill you
3 are unhappy because they combined the two bills and
4 you think that some of the interest and late charges
5 are -- a lot of them are improper, right?

6 MS. GILLIAM: Yes. Can I say something.

7 JUDGE HILLIARD: Yes.

8 MS. GILLIAM: I am mad at Peoples Gas because I
9 feel that if they are going to no longer have --
10 departed ways with Harrison & Harrison, I feel that
11 they should have had the decency to set it up with
12 me so that I could have paid this, but this bill --
13 I wouldn't even be here now if they would have did
14 that.

15 MR. BAILEY: I think we terminated Harrison &
16 Harrison back in 2010.

17 MS. HARRIS: Yes.

18 MR. BAILEY: That's been far past.

19 JUDGE HILLIARD: I think I understand your
20 position so far. I would like to hear what the
21 company has to say about all this. Okay. So
22 they're going to explain their position, then you

1 can ask them these questions and I can ask them
2 questions. Okay. Go ahead.

3 MR. BAILEY: All right. So --

4 JUDGE HILLIARD: You want to --

5 MR. BAILEY: Do you want to do this in the form
6 of an opening statement?

7 JUDGE HILLIARD: Sure. Sure.

8 OPENING STATEMENT

9 BY

10 MR. BAILEY:

11 Your Honor, the previously bill,
12 second floor account ending in 4933, was terminated.
13 That was the account in question that went to
14 collection with Harrison & Harrison. Ms. Gilliam
15 made a number of payments to Harrison & Harrison
16 over the years associated with that account.

17 Correctly in 2010 the relationship --
18 Peoples Gas' relationship with Harrison & Harrison
19 was terminated in 2000 and a bill was submitted to
20 Ms. Gilliam back on April 24th of 2012 that included
21 both the previous balance, a variety of payments to
22 Harrison & Harrison and resulting in an amount due

1 at the top of the bill as \$3,479.67.

2 JUDGE HILLIARD: Is that the old account?

3 MR. BAILEY: That would have been the old account

4 ending in 4933, yes.

5 JUDGE HILLIARD: That's the same account that

6 Ms. Gilliam referenced to a cooking account?

7 MR. BAILEY: Yes.

8 JUDGE HILLIARD: It's the same account that went

9 to Harrison & Harrison?

10 MR. BAILEY: Exactly.

11 JUDGE HILLIARD: This is the remaining balance

12 after Peoples terminated their relationship with

13 Harrison & Harrison; is that right?

14 MR. BAILEY: Yes, your Honor. And when

15 Ms. Gilliam established service for the account

16 number ending in 7722, her current account that's

17 active today, she activated that in November of

18 2014. The balance -- the remaining balance from the

19 old account at 4933 was transferred to that new

20 account.

21 JUDGE HILLIARD: How did she happen to open up a

22 account if she had a big outstanding balance? What

1 was going on in the meantime between 2012 and 2014?

2 MS. GILLIAM: Mr. Koby, you said 2000 and what?

3 I mean, this -- I was making payments way before

4 Harrison & Harrison was ever opened up.

5 MR. BAILEY: Yes, but between --

6 MS. GILLIAM: I paid 200, 100 and 50. I was

7 making all those payments, because I had made two

8 payment arrangements.

9 JUDGE HILLIARD: This piece of paper, which is

10 one of your exhibits, which is for Account 4933,

11 shows a number of payments. It doesn't have dates

12 for the payments, but it shows a lot of payments and

13 the balance went from 6000 or is it 5000?

14 MR. BAILEY: That appears to be a 5.

15 JUDGE HILLIARD: It went from 5,061 down to

16 3,442, so they are showing you made all these

17 payments, but it doesn't indicate what the dates

18 are.

19 MS. GILLIAM: That's not even with Harrison &

20 Harrison. That's with Ms. Compose (phonetic) and

21 another person. These people made those

22 arrangements and then just overstepped each other,

1 and I just kept paying them. I couldn't do that
2 with Harrison & Harrison.

3 JUDGE HILLIARD: Okay. So apparently they
4 combined your old bill and your new bill on this
5 2414 account. Are you aware they did that?

6 MS. GILLIAM: No. This bill right here couldn't
7 be combined with Harrison & Harrison.

8 JUDGE HILLIARD: This bill from 2014?

9 MS. GILLIAM: Oh, 2014, yes. That's why I'm
10 unhappy.

11 JUDGE HILLIARD: That's what you are unhappy
12 about?

13 MS. GILLIAM: Yes.

14 JUDGE HILLIARD: Are you unhappy because the bill
15 is too high?

16 MS. GILLIAM: It would destitute me. There is no
17 way in the world I would be able to pay that bill,
18 and I feel that they should have -- I'm mad at
19 Peoples Gas because they didn't try to contact me or
20 anything, and then next I was very upset when they
21 kept giving me the runaround. I wanted to get it
22 over with, and I felt that they stopped me.

1 JUDGE HILLIARD: How many meters does she have
2 now in her building?

3 MS. HARRIS: There's three meters in the
4 building. No, no longer. Two meters, two meters in
5 the building.

6 MS. GILLIAM: That's correct.

7 MS. HARRIS: She has a building account and then
8 she has an account where you have a tenant; is that
9 correct?

10 MS. GILLIAM: Yes.

11 JUDGE HILLIARD: So the hot water and the cooking
12 for the second floor are now combined with the
13 heating?

14 MS. HARRIS: The second floor is completely off
15 and now she only has the building meter which
16 supplies heat and hot water, too.

17 MS. GILLIAM: Only heat.

18 MS. HARRIS: Who pays for your hot water?

19 MS. GILLIAM: I pay it with the cooking gas.

20 MS. HARRIS: So how are you receiving hot water
21 now?

22 MS. GILLIAM: I'm not.

1 MS. HARRIS: You have no hot water at all?

2 MS. GILLIAM: (Shaking head.)

3 MR. BAILEY: Your tenant has no hot water?

4 MS. GILLIAM: My tenant has -- he has heating.

5 He has what you call it -- he doesn't have -- he

6 doesn't have any cooking gas now, because they said

7 because of my last name.

8 JUDGE HILLIARD: Because of what?

9 MS. GILLIAM: Our last name.

10 JUDGE HILLIARD: He has the same last name as you

11 do?

12 MS. GILLIAM: (Nodding head.) His bill -- he

13 caused some of these problems, because he was trying

14 to get on-line and he wasn't that good at it. His

15 bill was \$88, so they shut it off. That's when they

16 discovered my bill.

17 JUDGE HILLIARD: All right. So the second floor

18 he doesn't have any heating gas?

19 MS. GILLIAM: He doesn't have any -- wait a

20 minute. I'm confused. Let's go back over.

21 MS. HARRIS: Second floor was cooking. That is

22 the cooking account.

1 MS. GILLIAM: Okay. The cooking account is off.
2 The heating with the hot water, right? Am I right?
3 MS. HARRIS: Heating and hot water.
4 JUDGE HILLIARD: They're all in one account now.
5 How many gas accounts do you have now?
6 MS. GILLIAM: Two.
7 MS. HARRIS: Well, now you are saying the tenant
8 is cut off, so you only have one account under the
9 name of Claudia Gilliam. We didn't review the
10 tenant's account. We had no reason to.
11 MS. GILLIAM: Right.
12 MS. HARRIS: You have had two accounts. You had
13 the second floor account and then you had your
14 building account. Your building account is the
15 account that supplies the heat. Who pays for the
16 hot water?
17 MS. GILLIAM: We both pay for our own hot water.
18 JUDGE HILLIARD: How can you pay for your own hot
19 water? He doesn't have an account and you've got
20 one account according to gas company --
21 MS. GILLIAM: He has a meter and I have a meter.
22 JUDGE HILLIARD: But you just told us that his

1 account was closed, shut off.

2 MS. GILLIAM: His meter is cut off.

3 JUDGE HILLIARD: So he doesn't have hot water?

4 MS. GILLIAM: No, none of us have hot water.

5 JUDGE HILLIARD: You don't have hot water in your
6 house?

7 MS. GILLIAM: No, not now, unless the heat is on.

8 MS. HARRIS: I don't know. I didn't review the
9 tenant's bill. We didn't get into that. That was
10 not part of the complaint.

11 So you are saying you have no hot
12 water in your building?

13 MS. GILLIAM: No, because it's part of cooking.
14 The hot water is part of cooking gas for me.

15 JUDGE HILLIARD: That's a separate meter?

16 MS. GILLIAM: Separate meter for the tenant.

17 JUDGE HILLIARD: Let's go off the record
18 (Off the record.)

19 Let's go off the record. Call your
20 witness.

21 MR. BAILEY: Let me get my exhibits straight
22 here. Your Honor, do you want me to introduce my

1 witness in full with complete foundation?

2 JUDGE HILLIARD: Well, establish who she is, what
3 her job is, and why she's here.

4 DIANE HARRIS

5 called as a witness herein, having been first duly
6 sworn, was examined and testified as follows:

7 DIRECT EXAMINATION

8 BY

9 MR. BAILEY:

10 Q. Please state your name.

11 A. Diane Harris.

12 Q. And where do you work, Ms. Harris?

13 A. Peoples Gas.

14 Q. How long have you worked at Peoples Gas?

15 A. Combination of 28 years.

16 Q. And what is your job title at Peoples Gas
17 currently?

18 A. Currently senior leader customer support.

19 Q. And how long have you been a leader --
20 senior leader in customer support?

21 A. A senior leader in customer support for at
22 least a year.

1 Q. Okay. Before that, how many years were you
2 in customer support?

3 A. Customer support four years prior to several
4 other jobs with the company.

5 Q. And when did you become first aware of the
6 account ending in 4933 and Ms. Gilliam's current
7 account ending in 7722?

8 A. When the customer filed a complaint with the
9 ICC.

10 Q. And, as a result, have you reviewed these
11 accounts?

12 A. Yes.

13 Q. And what information is included in the
14 customer's account?

15 A. On the customer's account you'll find the
16 bill date, the account number, the date the bill is
17 due, meter information, the consumption, various
18 information regarding the cubic feet, average daily
19 temperature and the amount due, and it will also
20 have the customer's name, address and location, type
21 of account.

22 Q. Where does Peoples Gas keep its information

1 as to bill payments and charges?

2 A. In a computer system.

3 Q. As part of your job, do you have access to
4 that computer system?

5 A. Yes.

6 Q. As part of your job, are you familiar with
7 Peoples Gas' billing process?

8 A. Yes.

9 Q. Is it the regular business practice of
10 Peoples Gas to generate customer bills and to
11 process charges and payments?

12 A. Yes.

13 Q. Is it the regular business practice of
14 Peoples Gas to keep or preserve customer bills along
15 with records and charges of payments?

16 A. Yes.

17 Q. And where does it keep these?

18 A. We keep those also on the computer system.
19 They do purge from time to time, because we only
20 keep two years of history.

21 Q. So what you are effectively saying is we
22 keep active approximately two years of bills?

1 Q. Are the supporting records kept in the
2 ordinary course of business at Peoples Gas?

3 A. Yes.

4 Q. Do the documents accurately reflect the
5 charges, bills and payments from the time the
6 account was open until it was closed?

7 A. Yes.

8 MR. BAILEY: I move to admit this exhibit, your
9 Honor.

10 JUDGE HILLIARD: Do you have any objections to
11 this exhibit?

12 MS. GILLIAM: Your Honor --

13 JUDGE HILLIARD: You can ask questions about it.

14 MS. GILLIAM: Okay. I'm going to.

15 JUDGE HILLIARD: You don't ask questions right
16 now. I just want to know if you -- if this is an
17 accurate account of your bill for that period of
18 time.

19 MS. GILLIAM: It's so old it's hard to say yes or
20 no. I'm going to toss it up.

21 JUDGE HILLIARD: We will admit it for the record.

22

1 (Whereupon, Peoples
2 Exhibit No. 1 was
3 received in evidence.)

4 MR. BAILEY: Thank you, your Honor.

5 JUDGE HILLIARD: That's Peoples Exhibit No. 1?

6 MR. BAILEY: Peoples Exhibit No. 1, yes, your
7 Honor.

8 (Whereupon, Peoples
9 Exhibit No. 4 was marked
10 for identification.)

11 MR. BAILEY: Q. Ms. Harris, I am handing you
12 Exhibit 4. Do you recognize this document?

13 A. Yes.

14 Q. What is this document?

15 A. Copy of a customer's bill.

16 Q. Were these documents created by you through
17 the use of Peoples Gas' customer account system?

18 A. Yes.

19 Q. Is this bill kept in the ordinary course of
20 business at Peoples Gas?

21 A. Yes.

22 Q. Does this bill accurately reflect what was

1 issued on April 24, 2012?

2 A. Yes.

3 MR. BAILEY: Your Honor, I move to admit Peoples
4 Gas Exhibit No. 4.

5 EXAMINATION

6 BY

7 JUDGE HILLIARD:

8 Q. All right. On Peoples Exhibit No. 4 there's
9 a lot of numbers that appear next to the logo "Thank
10 you for your payment." Can you tell me what those
11 payment amounts represent?

12 A. The payment amount represents each time the
13 customer sent a payment it was recorded and she was
14 given credit for that payment.

15 Q. And your bill, Exhibit No. 4, it doesn't
16 indicate dates for those payments.

17 A. No, it does not indicate the dates for the
18 payments.

19 Q. Why not?

20 A. Bills do not indicate the date that the
21 customer made the payment. It only thanks the
22 customer that a payment was made, because the

1 following month when it's an active account and
2 bills are coming out, you will know that the payment
3 was made between the bill date of the current and
4 the next bill.

5 Q. But this is a summary bill and you are
6 coming up with a bottom line number and there's no
7 indication -- you don't even total up the amount of
8 payments as far as I could see here.

9 MR. BAILEY: There's a balance down at the end.

10 JUDGE HILLIARD: Q. There's a balance at the
11 bottom, but you don't total the payments. That's a
12 net -- I presume it's net of the previous balance,
13 but there's no indication whether or not they're
14 late charges, whether they're penalties, nothing
15 like that.

16 How did you get to this bottom line
17 number?

18 A. The bottom line number is derived off the
19 customer's previous balance subtracting the payments
20 and the balance that is remaining. It means that
21 she's received credit for all payments that she's
22 made from the time that the account was cancelled in

1 July 7th of '09 up to the current issue of the bill
2 date April 24, 2012.

3 Q. But do you know whether or not there are any
4 late charges or penalty charges that are added onto
5 the bill?

6 A. Not at this point. You don't see it on this
7 bill, because what we have to remember is that the
8 bill went to a collection agency.

9 MS. GILLIAM: What date did this bill go to the
10 collection agency? Because this is not the bill.
11 This bill was way before the collection agency was
12 on the scene.

13 THE WITNESS: She has the letter.

14 MR. BAILEY: She has the letter.

15 MS. GILLIAM: This is not a Harrison & Harrison
16 payment. Those are payments with me and the other
17 customer service rep. Harrison & Harrison came
18 later.

19 MR. BAILEY: Ma'am, Harrison & Harrison came
20 after 2012.

21 MS. GILLIAM: 2009. This bill stopped at 2009.

22 JUDGE HILLIARD: The bill says it's from 2012,

1 ma'am.

2 MS. GILLIAM: This bill right here is -- see on
3 the bottom that's when it stopped at the bottom that
4 very last -- that is the last payment, but I sent
5 for this myself, and that's why it says 2012,
6 because I sent for a copy, but this bill stopped.
7 This bill right here it stopped the payments and
8 everything, but there were other payments, but this
9 is for Peoples Gas and there was some other payments
10 besides that before Harrison & Harrison got it.

11 MR. BAILEY: Your Honor, Exhibit 1 shows the
12 billing and payments from 2004 through 2009.

13 MS. GILLIAM: Harrison & Harrison was not on the
14 scene at that time.

15 MR. BAILEY: Exactly, and then the account
16 terminated --

17 MS. HARRIS: Right.

18 MR. BAILEY: -- it was moved into collections
19 with Harrison & Harrison in 2009 to 2010.

20 THE WITNESS: Yes.

21 MR. BAILEY: And, ma'am, you requested this in
22 2012.

1 MS. GILLIAM: I requested it back in 2012.
2 That's why it's got that date.

3 MR. BAILEY: Right. Right.

4 JUDGE HILLIARD: Q. But do you have anything
5 where you are showing how you made this computation?
6 Because I'm relatively sure that if you added these
7 payments up and subtracted them from the previous
8 balance, it's -- I mean, is that what the end number
9 is?

10 A. Yes. That should be the end number.

11 Q. Have you actually done that calculation?

12 A. I did not do the calculation.

13 Q. Do you know if there's any interest or
14 penalty that's added onto the initial balance before
15 you get to the final number?

16 A. Interest is always added onto the amount
17 due. It won't show on this because this is just
18 when the customer requests a copy of it. It says a
19 reminder just showing the customer that their
20 balance is due now.

21 Q. Do you have a more detailed calculation of
22 how you arrived at \$3442?

1 MR. BAILEY: We have the current bill for 7722,
2 but because of the age of the account --

3 THE WITNESS: But it's such an old bill, your
4 Honor.

5 JUDGE HILLIARD: Q. Go ahead.

6 A. We have a final bill and the final bill for
7 4933 we did a two-page bill. This bill will show
8 the total current charge for when the account was
9 cut off June 8th of 2009 to July 7th. This would
10 have been the current bill and that would have been
11 the total.

12 MR. BAILEY: It's to the next page.

13 MS. GILLIAM: The bill was cut off July 7, 2009.
14 Exactly.

15 MS. HARRIS: There's another copy.

16 MS. GILLIAM: Mr. Attorney Koby, could you tell
17 me the time that you said that Harrison & Harrison's
18 first payment -- the first payment that I have paid
19 to Harrison & Harrison?

20 MR. BAILEY: We don't have records of a
21 third-party collection.

22 THE WITNESS: Harrison & Harrison, the collection

1 agency, that was not one of the questions; however,
2 we have a letter that shows Harrison & Harrison set
3 up a payment plan.

4 MR. BAILEY: Yes, they did set up a payment plan.
5 There's the time line. There's actually a -- we do
6 have the payment agreement where she agrees to make
7 the payment.

8 THE WITNESS: There's a collection letter from
9 Harrison & Harrison.

10 JUDGE HILLIARD: So I think that the shorter
11 answer you don't have a detailed accounting of how
12 you came to the bottom line on Exhibit 4, but it's
13 your point that it's -- because of the time delay
14 that it's -- you are not required to have it.

15 So you have got something else you
16 want to get from this witness?

17 MS. GILLIAM: Can I ask a question.

18 MR. BAILEY: Yes, ma'am.

19 MS. GILLIAM: The total amount that was paid to
20 Harrison & Harrison would you please tell me that?
21 I do not have that.

22 JUDGE HILLIARD: Is that reflected on this bill

1 on Exhibit 4? Is that what the Harrison & Harrison
2 money is?

3 THE WITNESS: That would be payments. It could
4 be a customer payment that's being made on there.
5 We did not record whether it is a customer or
6 Harrison & Harrison. When she makes that payment to
7 Harrison & Harrison, they will record it and they do
8 send payments to the company; however, payments
9 purge at a certain time showing if the customer made
10 it or if she paid it to Harrison & Harrison and they
11 forward the payment over to us.

12 JUDGE HILLIARD: When they forward the payment,
13 do they take a cut out of the payment?

14 THE WITNESS: That I do not -- we get the full
15 payment over to us.

16 JUDGE HILLIARD: Go ahead.

17 MR. BAILEY: Your Honor, here is actually a
18 payment notice from Harrison & Harrison.

19 JUDGE HILLIARD: That's dated July 2010.

20 MR. BAILEY: July 2010.

21 JUDGE HILLIARD: So you made \$50 a month payments
22 to Harrison & Harrison for a period of time; is that

1 right, ma'am?

2 MS. GILLIAM: Yes.

3 JUDGE HILLIARD: Go ahead.

4 MR. BAILEY: All right. So back to the exhibit.

5 MS. GILLIAM: Sorry for cutting you off. You

6 still cannot tell me the amount that you received

7 from Harrison & Harrison and you have a business

8 arrangement with them?

9 MR. BAILEY: We had a business arrangement with

10 Harrison & Harrison five years ago. Do you have a

11 record of your payments to Harrison & Harrison?

12 MS. GILLIAM: I have some and that is why I

13 contacted Harrison & Harrison. They seem like I'm a

14 problem. They're suppose to have here --

15 (Phone interruption.)

16 I'm sorry. I'm sorry. I don't have

17 it at this moment, but they're suppose to be sending

18 it to me.

19 JUDGE HILLIARD: Okay. Go ahead. You have more

20 examination?

21

22

1 DIRECT EXAMINATION

2 BY

3 MR. BAILEY:

4 Q. So, Ms. Harris, as to Exhibit 1, what does
5 Exhibit 1 show for the account ending in 4933?

6 A. Okay. Exhibit 1 shows the customer, the
7 date of a bill, it
8 shows --

9 MS. GILLIAM: I'm sorry. I did cut it off.

10 THE WITNESS: The bill and the payments it shows
11 the amount and the balance.

12 MR. BAILEY: Q. Thank you. And where was this
13 information derived?

14 A. From our computer system.

15 Q. And why don't we have actual bills related
16 to the dates between 2004 and 2009?

17 A. Because of the time period of the bills.

18 JUDGE HILLIARD: I really think you should file a
19 motion to dismiss this, if you think it's time
20 barred, instead of putting us all through this
21 exercise.

22 Do you have anything beyond the 2009

1 period that you want to get out?

2 MR. BAILEY: No, your Honor, other than we will
3 introduce that. As far as it goes to the account --
4 Ms. Gilliam's current account, we do have a panel
5 exhibit of her bill and her payments along with the
6 actual bill showing when the transfer from 4933 was
7 made.

8 JUDGE HILLIARD: Do you want to introduce those?

9 MR. BAILEY: Yes, your Honor.

10 JUDGE HILLIARD: Did you show a copy to her?

11 MR. BAILEY: I provided -- I have not provided
12 her a copy yet.

13 (Whereupon, Peoples Exhibit
14 No. 2 was marked for
15 identification.)

16 Ms. Gilliam, this is the panel.
17 There's the panel (indicating).

18 MR. BAILEY: Q. And do you recognize Exhibit 2
19 for the account number ending in 7722? Do you
20 recognize this document?

21 A. Yes.

22 Q. What is this?

1 A. This is a document that indicates computer
2 records. It shows the read, the date, the number of
3 CCS per bill, the date of payment.

4 Q. Were these documents created by you through
5 the use of Peoples Gas' customer account system?

6 A. Yes.

7 Q. Are the supporting records kept in the
8 ordinary course of business at Peoples Gas?

9 A. Yes.

10 Q. Do these documents accurately reflect the
11 account charges, bill and payments from the time the
12 account was opened until it was closed?

13 A. Yes.

14 MR. BAILEY: I move to admit.

15 JUDGE HILLIARD: These are business records of
16 the company and they're properly forwarded.

17 MS. GILLIAM: Can I ask a question.

18 JUDGE HILLIARD: Sure.

19 MS. GILLIAM: Since you came out there to cut off
20 my tenant's gas and he also had to pay a
21 reconnection charge, so why am I paying a
22 reconnection charge?

1 JUDGE HILLIARD: That's really not part of this
2 complaint, ma'am. You want to know why there's two
3 connection charges on two accounts?

4 MS. GILLIAM: Yes.

5 JUDGE HILLIARD: That's why. There are two
6 different accounts.

7 (Whereupon, Peoples Exhibit
8 No. 5 was marked for
9 identification.)

10 MR. BAILEY: Q. Now, Ms. Harris, I'm providing
11 you Peoples Gas No. 5.

12 EXAMINATION

13 BY

14 JUDGE HILLIARD:

15 Q. Let me ask a question about this exhibit,
16 because I haven't ruled on it yet. You've got a
17 reconnection charge and you have a first installment
18 deposit. And are those reflected in your graph or
19 are those other charges?

20 A. That is reflected on the customer's bill.
21 That goes to the customer.

22 Q. But my question is is it someplace on the

1 document other than down here on the bottom?

2 A. No.

3 Q. And is there a date when those charges were

4 imposed?

5 A. Yes.

6 Q. What's the date?

7 A. It reflects on the actual customer bill.

8 JUDGE HILLIARD: Okay. You are going to

9 introduce that?

10 MR. BAILEY: Yes. Yes, your Honor.

11 JUDGE HILLIARD: All right. And what's the date

12 of those charges?

13 THE WITNESS: November 6, 2014.

14 JUDGE HILLIARD: Okay.

15 DIRECT EXAMINATION

16 BY

17 MR. BAILEY:

18 Q. And, Ms. Harris, I've handed you Peoples Gas

19 Exhibit 5 for the bills for the account number

20 ending in 7722. Do you recognize these documents?

21 A. Yes.

22 Q. What are these documents?

1 A. This is a copy of a customer's bill.

2 Q. Were these documents created by you through

3 Peoples Gas' customer account system?

4 A. Yes.

5 Q. Are these records kept in the ordinary

6 course of business of Peoples Gas?

7 A. Yes.

8 Q. Do these documents accurately reflect the

9 bills for this account?

10 A. Yes.

11 MR. BAILEY: I move to admit the bills contained

12 within Exhibit 5.

13 JUDGE HILLIARD: What account is that again?

14 MR. BAILEY: This is the account ending in 7722,

15 your Honor.

16 JUDGE HILLIARD: That's the most recent account?

17 MR. BAILEY: That is the current account where

18 the balance was transferred.

19 JUDGE HILLIARD: These are business records of

20 the company and they're properly admissible. Do you

21 have any questions about these records?

22 MS. GILLIAM: Yes, your Honor. I feel that I

1 shouldn't be paying that bill if you come out to
2 disconnect Simon's -- my tenant's gas pipe, but you
3 cut it off from the street; am I correct? I already
4 set up a payment plan that should -- I called the
5 gas company and the gas company kept arguing with me
6 saying that my gas wasn't cut off, but everything in
7 the building was shut off.

8 JUDGE HILLIARD: How much is that charge, ma'am?

9 MS. GILLIAM: That -- I think that reconnection
10 charge is \$81, and then the installment deposit, and
11 I'm wondering why am I paying this, because I'm
12 already on a payment plan.

13 JUDGE HILLIARD: Was your gas reconnected on that
14 date?

15 MS. GILLIAM: Yes. Everybody's was.

16 JUDGE HILLIARD: If you are reconnected, then
17 there's a reconnection charge, right?

18 MS. GILLIAM: Yes.

19 JUDGE HILLIARD: So what is your objection to the
20 reconnection charge?

21 MS. GILLIAM: That they're charging both of us.

22 JUDGE HILLIARD: Are there two reconnection

1 charges?

2 MS. GILLIAM: It's two.

3 JUDGE HILLIARD: On which document do you see

4 reconnection charges?

5 MS. GILLIAM: Like I said, my tenant, and it was

6 him that was on the late payment. He was like 2-1/2

7 months behind and I was none.

8 JUDGE HILLIARD: But you just told me that your

9 service was reconnected.

10 MS. GILLIAM: Yes, because they shut everything

11 off from the street.

12 JUDGE HILLIARD: And it was reconnected because

13 you hadn't paid or because he hadn't paid?

14 MS. GILLIAM: It was because he hadn't paid.

15 JUDGE HILLIARD: You had paid? You were current?

16 MS. GILLIAM: I was current.

17 JUDGE HILLIARD: Do you have a response to that?

18 THE WITNESS: We have no idea of the tenant's

19 bill.

20 JUDGE HILLIARD: But was her service intact on

21 8-6-14?

22 MR. BAILEY: Is this a new account?

1 THE WITNESS: This --

2 MR. BAILEY: This is a reconnection for

3 Ms. Gilliam.

4 THE WITNESS: Yes. This is a reconnection

5 charge. She had a previous account with us and the

6 previous account was cut off for non-payment.

7 JUDGE HILLIARD: When?

8 THE WITNESS: That account was disconnected and

9 the final bill was issued on July 23, 2014.

10 JUDGE HILLIARD: And that's the account in her

11 name?

12 THE WITNESS: That's correct.

13 JUDGE HILLIARD: So in July of 2014 your account

14 was disconnected?

15 MS. GILLIAM: Because of Simon, yes, because of

16 Simon. Simon was 2-1/2 months behind and I was on a

17 payment plan. Simon's bill was -- they told me that

18 they came to cut Simon's off.

19 JUDGE HILLIARD: Hang on a minute. Let's go off

20 the record.

21 (Off the record.)

22 Go back on the record. Let's go back

1 on the record.

2 You owe \$3900 from a bill that
3 accumulated from 2004 to 2009. It's too late to
4 really contest that bill. All right. There may
5 have -- there may be charges on there that you
6 shouldn't have paid, if you had contested that then,
7 but you didn't do it. They're not required to keep
8 accurate records of things more than two years, so
9 what you can complain about is your most recent
10 bill. You can complain about this reconnection
11 charge, if it was for someone other than yourself,
12 but, I mean, you can save yourself money if you get
13 the second meter that serves -- gives you hot water
14 or cooking gas, if you get that meter taken away,
15 you can save yourself money because you don't have
16 all these separate charges for two accounts. The
17 Commission can't do anything for you for this
18 \$4,000.

19 According to the rules that are in
20 place, they can add old bills to your current bill,
21 if you haven't paid the old bill, and that's not
22 illegal.

1 I know this is a hardship for you, but
2 I think it would be prudent for you to talk to these
3 people about -- I don't know what you can afford or
4 can't afford, but to talk to them about a payment
5 plan, because this is not -- this is not -- the bill
6 you are complaining about is not something that the
7 Commission can help you with. So are you interested
8 in talking to these people about this?

9 MS. GILLIAM: I'm always interested in talking to
10 these people.

11 MR. BAILEY: Your Honor, I just want to know if
12 actually Ms. Gilliam is actually on payment
13 arrangements currently related to this very old bill
14 and her current account. She's on a 24-month
15 payment arrangement for the older bill --

16 JUDGE HILLIARD: Right.

17 MR. BAILEY: -- and then she has her current.

18 JUDGE HILLIARD: Is she current on those bills?

19 MR. BAILEY: Yes.

20 JUDGE HILLIARD: All right.

21 THE WITNESS: Yes, she is.

22 MR. BAILEY: She is current on those bills.

1 MS. GILLIAM: Let me ask you a question. I'm
2 still going to ask this question about Entrust,
3 because they said that they paid to Peoples Gas
4 directly. Is these people paying? Because they are
5 talking about taking me to a collection agency. I'm
6 asking Peoples Gas that.

7 THE WITNESS: I don't know about Entrust, but I
8 will be happy to check.

9 JUDGE HILLIARD: I don't think she has any
10 knowledge about that right now.

11 Ma'am, would you want to talk to them
12 right now since we are all here about how to resolve
13 this?

14 MS. GILLIAM: Yes.

15 JUDGE HILLIARD: Okay. Now we are short of rooms
16 today and there's another case where the person
17 hasn't showed up before and they're not expected to
18 show up today. And if that's the case, they may
19 need to come in the room here before too long to put
20 that on the record, but you want to talk for a
21 little bit and see if you can come -- I would think
22 she sounds like she has a reasonable objection to

1 the reconnection charge, and I'm hoping you can make
2 other accommodations to make this possible.

3 I would also recommend that the
4 company take the initiative and take out that extra
5 meter and remove some of charges that are due to
6 having essentially an unnecessary account in billing
7 for a number of years.

8 MR. BAILEY: Okay. And what point is the record
9 open, closed?

10 JUDGE HILLIARD: We will go off the record right
11 now.

12 (Off the record.)

13 We will go back on the record. We'll
14 go back on the record now.

15 We have -- the parties have had --
16 midstream in the hearing, the parties have taken
17 time out to discuss settlement. They have come to a
18 tentative agreement.

19 The company's indicated it's going to
20 be providing Ms. Gilliam with documents to resolve
21 this to their mutual satisfaction, and we'll hold
22 the record open in the event that there's a problem

1 with that and we need to come back on the record for
2 any reason. Okay. So at this point the record is
3 not marked heard and taken. All right. Thank you
4 very much.

5 (Whereupon, the above matter
6 was adjourned sine die.)

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